

From: Nicole Jackson
Sent: Wednesday, January 21, 2009 5:32 PM
To: Roseville Gardens-WC; Citrus Heights-RCD
Cc: Doris Marshall; Citrus Heights-ED; Roseville Gardens-ED
Subject: 1/22/09 Conf Call

Attachments: Fall Intervention Idea list for Community Use ver 2 (2).doc; Blood Pressure Monitoring template letter.doc; Injection letter Template.doc; Insulin inj. template letter.doc; Site Visit Action Plan.pdf; Site Visit Checklist.pdf; Time Management presentation.ppt; Copy of Copy of RCD Action Guidelines.xls
 Kim and Jeanine,

Below and attached are some items I would like to discuss during the call tomorrow. Please print items as you please. For the call, if you are near a computer, you can open the items to view.

Kim

- You need to sign up for the YGL webinar ASAP.
 - Open the YGL icon on your computer
 - Click on schedule a demo
 - Email and leave a voicemail requesting to be invited to training. They are Tue-Fri (I believe) and are held from 10am – 12pm
 - When you leave your message, tell them to just email you the information to sign onto the webinar with. If not, they will just leave a voice message for a return call and you will wind up playing phone tag.
- To support company, regional and divisional goals, Your ED and Janine, it is important you understand the Quality Services policy and procedure relative to Event Management Reporting and Falls Management.
 - Reviewed at the manual roll out last week
 - Is on EME
- Consult with Cathy and Jeanine to determine how you can best support them. Also, according to policy, a Falls Binder shall be created for tracking. This is one tool that can help as your team moves forward with your new CQI Team (see CQI policy).
- I have forwarded and email you must follow up on. Please request an invitation, from Sara Padilla, for the Vigilant Webinar.

Kim and Jeanine

- The Emeritus Vision as well as Regional and Divisional goals to help meet that vision
- Specific instruction on how you the RCD and WC can institute an action plan to help your community & region meet the divisional goals. Specifically:
 - Internal marketing - training your staff regarding professionalism, customer service, confidentiality
 - External marketing – as you visit residents in the acute or SNF setting take marketing materials to share with discharge planners, social workers and nurses. Being sure to touch base with your CRD, to be sure you are utilizing the latest marketing materials.
 - External marketing – arrange with your CRD a time at least once/wk when you can accompany him/her on some external sales calls to promote the quality services departments and build trust and relationships in the external community.
- **KEEP THE BACK DOOR SHUT!** Manage move-outs by:
 - Speaking to residents at risk for move out to determine if there is some intervention the community can institute to prevent the move.
 - Notify your RDQS with the name, contact person & phone number and reason why for all potential move-outs. Even if financial so she can determine it isn't truly a QS concern causing the move.
 - Update YGL daily/regularly with your interventions to prevent the move.
 - F/u for 30days with your new move-ins (daily for the first 10 – 14 days and then 2 x's/ wk at

least) to be sure they are not dealing with poor satisfaction early on.

- Contribute to RPU (revenue per unit) through timely, up to date and accurate assessments.
- Bring your community up to RCFE standards by reducing skilled interventions (templates were provided for you to send to the various MD's)
- Be sure ISP's and ADL sheets are printed. If not implemented in your communities already, train your staff on use. We will review together how to obtain them in Vigilant.

Please be prepared with any questions you may have. We may use the conference call number that belong to Doris. I am waiting to hear back from her.

Thank you,

*Nicole D. Jackson, RN
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Our Family is Committed to Yours